

CORRECTIVE ACTION STATEMENT

EMPRESS OF THE NORTH

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7/13/2004

DETAIL OF CAS for INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL DESCRIPTION
1	POTABLE WATER-BUNKERING	06	2	No
THERE WAS NO MICROBIOLOGICAL REPORTS FROM THE PORTS WHERE THE SHIP BUNKERED WATER AND THERE WAS NO ONBOARD TESTING OF BUNKERED WATER.				
All reports for the ports we bunker potable water in Alaska have been secured and are onboard through our agent Cruise Line Agency of Alaska.				
2	POTABLE WATER-DISTRIBUTION	06	2	No
THERE WAS NO COLLECTION AND ANALYSIS OF 4 DISTRIBUTION SYSTEM POTABLE WATER SAMPLES FOR THE PRESENCE OF ESCHERICHIA COLI BACTERIA.				
Disposable E-coli test kits were sent to the vessel for this function and is implemented as part of the Engineer's operating duties.				
3	POTABLE WATER-BUNKERING	08	1	No
A PRE-TEST FOR CHLORINE WAS NOT MADE AND RECORDED BEFORE BUNKERING POTABLE WATER.				
In addition to testing at the bunkering point, further chlorine testing will be made from the ship's access point. This will be included as part of the Engineering documentation process as well.				
4	POTABLE WATER-DISTRIBUTION	06	2	No
A FEW CHARTS DID NOT HAVE THE DATE RECORDED. TWO CHARTS WERE LEFT ON THE HALOGENATION ANALYZER RECORDER FOR 2 DAYS ON 06/03-04/2004 AND FIVE DAYS ON 04/17-22/2004.				
The practice of initialing the halogenation analyzer recorder charts has been reinforced to all technical staff.				
5	POTABLE WATER-DISTRIBUTION	08	1	No
THE DETACHABLE SHOWER HEADS DID NOT HAVE BACKFLOW PREVENTION DEVICES INSTALLED.				
The showerheads were designed to secure to the main facet with a safety loop so that it prevents the showerhead from reaching the floor. In the process of bleach soaking the showerheads, the hose was not reattached correctly. This item was an approved solution in our original vessel construction program. If the problem persists, the backflow preventers will be installed.				
DOUBLE CHECK VALVES WERE NOTED ON THE CALLIOPE COFFEE MACHINE AND AT THE PADDLE WHEEL BAR DISHWASH SPRAY HOSE AND DISHWASHER. VENTED BACKFLOW PREVENTION DEVICES ARE REQUIRED.				
THE PADDLE WHEEL CHEMICAL ROOM CUSTODIAL SINK HAD A THREADED FAUCET WHERE A HOSE COULD BE ATTACHED.				
Backflow preventers will be secured and installed in the above two areas.				
6	PADDLE WHEEL BAR	28	2	No
THE DISHWASH RACK WAS STORED ON THE DECK BESIDE THE DISHWASH MACHINE. THIS IS A REPEAT ITEM FROM THE 04/04/2004 REPORT.				
From the Hotel Manager's report, during the inspection, a crewmember entered the bar area during the inspection and panicked, setting the dish rack on the floor in order to yield the area to the inspection. Once again, crew have been reiterated regarding the proper storage of dish racks. All dish racks and service items of this nature need to adhere to 7.5.7.3. According to the "Hotel Operating Procedures" for the <i>Empress of the North</i> (issue number 3), page 35, all bartenders are to adhere to the Company's sanitation guidelines as recommended by CDC. It is AWSC policy to ensure "No food or food contact surface can be stored on the deck (6 inches above deck)." Further, page 35, policy requires that all bartending staff maintain, "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize".				
7	FOOD SERVICE GENERAL-DISHWASH	33	1	No
THE DISHWASH CHEMICAL CONTAINERS AND HOSES WERE ON THE DECK, MAKING CLEANING DIFFICULT.				
The chemical containers and hoses will be secured off the deck in a way that makes cleaning easier.				

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8	PADDLE WHEEL BAR	26	3	Yes
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THE BACK BAR COUNTER AND MATTING BELOW THE CLEAN GLASSES WAS SOILED WITH STICKY FOOD DRINK RESIDUE.

According to the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3), page 35, all bartenders are to adhere to the Company's sanitation guidelines as recommended by CDC; page 35, requires that all bartending staff "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize" as well as on page 38, "Cleaning Duties" outline that each bartender "sweep and mop floor behind bar." This is a repeat concern for the Company and vessel management. Crew will be retrained using varied methods to further support proper practices.

9	CALLIOPE, PADDLE WHEEL AND SHOWROOM BAR	20	0	No
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THE DRINK BLENDER BASES WERE CRACKED AND NO LONGER CLEANABLE. STAFF STATED THAT THEY HAD RECEIVED THE NEW BLENDERS YESTERDAY. THE TOOLS TO DISSEMBLE THESE BLENDERS FOR CLEANING WAS NOT AVAILABLE.

New blender bases have been purchased and the correct tools for cleaning these items will be placed on site. Additional training will be provided to the correct procedure as well as demonstration of cleaning techniques for the new blender bases.

10	CALLIOPE, PADDLE WHEEL AND SHOWROOM BAR	26	3	Yes
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THE PREVIOUSLY CLEANED DRINK BLENDERS WERE SOILED AND STORED AS CLEAN.

This is a repeat violation and has been flagged as a special critical item that will be added to the manager's nightly inspection. Cleaning of the bar equipment is a nightly duty to be adhered by all crew operating in this function. According to the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3), page 35, "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize". Furthermore, on the same page, "All bar equipment must be washed in a three-sink system" or properly processed in the wash machine. As above, with new blender cups being added to service, the crew will further review the proper procedures and cleaning practices.

11	SHOWROOM BAR	33	1	No
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THE DECK BENEATH THE BACK BAR COUNTER DISHWASH AREA WAS SOILED WITH DIRT AND DEBRIS. THIS IS A REPEAT ITEM FROM THE 04/04/2004 REPORT.

It is AWSC policy to ensure all decks be maintained free of dirt and debris. "Cleaning Duties" outline that each bartender "sweep and mop floor behind bar." This is a repeat concern for the Company and vessel management. Crew will be retrained using varied methods to further support proper practices. Again, crew will be retrained using varied methods to further support proper practices. In addition, onboard management MUST be involved in reinforcing better the policies and standard operations of the Company.

12	VENTILATION	41	0	No
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STANDING LIQUID WAS NOTED IN THE AIR CONDITIONING CONDENSATE PAN AND THE INSULATION BESIDE THE VENT WAS WET.

The Engineering staff along with the Housekeeping staff will monitor and ensure the proper checks of the condensate pans, especially during the summer months of additional stress on these units.

13	MEDICAL - REPORTABLE CASES	02	1	No
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THERE WAS NO METHOD IN PLACE FOR DETERMINING IF CREW MEMBERS WERE EXPERIENCING GASTROINTESTINAL ILLNESS SYMPTOMS UP TO THREE DAYS PRIOR TO BOARDING THE SHIP.

This creation of this form has been verified and the correct procedure will be added to the Purser responsibility as well as standard operating procedures. This report will also be included in the Company voyage report.

14	MAIN GALLEY - MILK DISPENSER	20	0	No
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THE MILK DISPENSING CHUTES WERE NOT CUT AT AN ANGLE.

It will be reiterated to the crew and those directly involved that our standard operating policy is in accordance with 7.4.5.3.2 stating that the milk-dispensing chute be cut diagonally and no more than an inch protruding.

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DETAILS OF CAS INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL DESCRIPTION
15	DINNING ROOM - WAITER STATION	26	3	Yes
SEVERAL PREVIOUS CLEANED TEA POTS WERE SOILED AND STORED AS CLEAN.				
According to the "Hotel Operating Procedures" for the <i>Empress of the North</i> (issue number 3), page 14, all front of the house service staff needs to adhere to the Company's sanitation guidelines as recommended by CDC; page 21, addresses that all waiter stations be re-stocked with "clean" items and their proper storage. In addition, phase maintenance duties detail the deep cleaning of tea pots that may have become strained with normal use. Further, the dishware staff will be re-trained in the proper cleaning techniques.				
16	DINNING ROOM AND GALLEY GENERAL	27	1	No
STORAGE SHELVING WAS FOUND TO BE SOILED WITH FOOD DEBRIS.				
According to the "Hotel Operating Procedures" for the <i>Empress of the North</i> (issue number 3), page 14, all front of the house service staff needs to adhere to the Company's sanitation guidelines as recommended by CDC; page 21, also addresses that all waiter station duties to be "disinfect counter tops, outside of cupboards; soup wells, cold drawers, baseboards overall make sure all is clean".				
17	ICE CREAM STATION	19	0	No
THREE TWO-GALLON ICE CREAM CONTAINERS WERE STACKED ON OTHER OPEN ICE CREAM CONTAINERS.				
The proper storage of the ice cream containers will be addressed – all containers need to be closed properly and therefore stacked accordingly.				
18	MAIN GALLEY	28	2	No
COFFEE CARAFES WERE NOT INVERTED TO ALLOW FOR AIR DRYING.				
All coffee carafes need to be stored inverted. The dishware crew will be addressed and re-trained.				
19	MAIN GALLEY	22	0	No
SEVERAL SANITIZING BUCKETS WERE VERY CLOUDY.				
The galley crew will be reminded to change out and/or test every two hours.				
20	DISHWASH - CLEAN STORAGE	26	3	Yes
PREVIOUSLY CLEANED EGG POACHING PANS WERE FOUND SOILED AND STORED AS CLEAN.				
According to the "Hotel Operating Procedures" for the <i>Empress of the North</i> (issue number 3), "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize". The Galley crew has been re-trained to this effect as well as directed to review previous training that specifies to the Galley Staff "the CDC establishes the sanitary standards by which we operate." The Company policy is to issue the CDC Vessel Sanitation Program manual to each Galley crewmember. This manual is reviewed in detailed and used as a CDC training guidelines. Crew acknowledges receipt and when possible attend the CDC facilitated				

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training.

21	MAIN GALLEY	26	3	Yes
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THE CAN OPENER WAS SOILED WITH FOOD DEBRIS.

According to the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3), "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize". The Galley crew has been re-trained to this effect as well as directed to review previous training that specifies to the Galley Staff "the CDC establishes the sanitary standards by which we operate." The Company policy is to issue the CDC Vessel Sanitation Program manual to each Galley crewmember. This manual is reviewed in detailed and used as a CDC training guidelines. Crew acknowledges receipt and when possible attend the CDC facilitated training.

22	MAIN GALLEY - DISHWASH AREA	08	1	No
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A HOSE WITH A SPRAY NOZZLE WAS NOTED ATTACHED TO THE DECK WASHING TAP LOCATED WITHIN THIS AREA.

It was noted during the last inspection that the spray pattern on the dishware machine was not correct. AWSOC amended its operating policies to better clearly demonstrate the procedures required for the maintenance and upkeep of warewashing equipment. Crew will be retrained immediately according to CDC specifications and warewashing requirements as outlined in 7.5.4.1.1.

23	MAIN GALLEY - BAKERY	19	0	No
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TWO FLOUR SCOOP HANDLES WERE NOTED IN DIRECT CONTACT WITH THE FOOD PRODUCT.

The Galley staff has been reminded of the policy of keeping non-food contact out of direct contact of food contact surfaces.

24	MAIN GALLEY - BAKERY	27	1	No
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THE SHELVING LOCATED WITHIN THIS AREA WAS SOILED WITH FOOD PARTICLES.

According to the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3), "all food service areas must be cleaned in a cycle of wash, rinse, and sanitize". The crew has been re-trained to this effect as well as directed to review previous training that specifies "the CDC establishes the sanitary standards by which we operate." The Company policy is to issue the CDC Vessel Sanitation Program manual to each Galley crewmember. This manual is reviewed in detailed and used as a CDC training guidelines. Crew acknowledges receipt and when possible attend the CDC facilitated training.

25	PROVISIONS	15	0	Yes
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TWO YELLOW SQUASH WERE FOUND IN VARIOUS STAGES OF SPOILAGE.

All provisions are inspected prior to being loaded and accepted by the Executive Chef. Furthermore, all Galley personnel are required daily to inspect and clean out the walk-ins as well as inspecting food product when pulling product for the main galley according to the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3). This issue will be a focal point on the daily and weekly inspections.

26	MAIN GALLEY	16	0	Yes
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A FEW BAGS OF OPENED READY-TO-EAT CHEESES WERE NOT MARKED WITH A USE BY DATE.

A weekly "CDC" evaluation is conducted by the on board management to identify and catch these critical items. Standard operations for the Galley include the correct dating of all open food products in accordance to the "CDC Vessel Sanitation Program Operations Manual" as referred to on page 47 of the "Hotel Operating Procedures" for the *Empress of the North* (issue number 3). In addition, each galley crewmember receives a copy of the manual followed up by training and testing. Management through weekly evaluations and daily duties continuously reinforces our VSP. The Executive Chef as outlined in the "Hotel Operating Procedures" by our manual mandates part of his duties to "maintain a clean and safe work place within the regulations set forth by CDC and the Hotel Manager".

27	INTEGRATED PEST MANAGEMENT	40	0	No
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THE NIGHT MONITORING WAS NOT BEING DOCUMENTED.

Management is aware of this lack of documentation and it will be addressed. The IPM is a critical aspect of the Empress of the North Vessel Sanitation Program and will move forward to ensure proper verification of this action.